

Lab Tests Auckland Pathology Service KPI Reporting
KPI definition - Template version 4

Colour coding of cells
 yellow cells have conditional formatting and a target
 green cells contain values that do meet target
 orange cells contain a value that does not meet target
 blue cells indicate contracted KPIs

Item	Indicator	Definition	Target	Unit	Mon 5/03/18	Tue 6/03/18	Wed 7/03/18	Thu 8/03/18	Fri 9/03/18	Mon 12/03/18	Tue 13/03/18	Wed 14/03/18	Thu 15/03/18	Fri 16/03/18	Mon 19/03/18	Tue 20/03/18	Wed 21/03/18	Thu 22/03/18	Fri 23/03/18	Mon 26/03/18	Tue 27/03/18	Wed 28/03/18	Thu 29/03/18	Fri 30/03/18
1. CALL CENTRE																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,763	1,685	1,598	1,605	1,553	1,646	1,659	1,528	1,656	1,541	1,637	1,524	1,551	1,602	1,502	1,601	1,550	1,627	1,798	Public
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	673	696	720	769	696	708	698	691	715	636	679	682	686	721	662	666	636	690	771	
1.2	Total calls answered	Number of calls answered		number	1,713	1,632	1,564	1,562	1,526	1,601	1,622	1,497	1,616	1,508	1,585	646	1,519	1,586	1,477	1,518	1,514	1,597	1,745	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.8%	3.2%	2.1%	2.7%	2.7%	2.2%	2.0%	2.4%	2.1%	3.2%	2.4%	2.1%	1.0%	1.7%	5.2%	2.3%	1.8%	3.0%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.9%	1.3%	1.3%	1.0%	1.2%	1.1%	1.2%	0.7%	1.1%	0.7%	1.8%	1.0%	0.4%	1.2%	2.7%	0.3%	0.6%	0.8%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	40	48	46	35	35	46	46	42	40	36	40	47	33	33	35	50	38	24	50
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	86	80	78	65	61	81	81	64	67	67	80	71	54	51	55	78	62	17	89	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.9%	4.8%	4.9%	4.1%	3.9%	4.9%	4.9%	4.2%	4.1%	4.4%	4.9%	4.7%	3.5%	3.2%	3.7%	4.9%	4.0%	1.0%	5.0%	
2. COLLECTION CENTRES																								
2.1	Wait time Manukau DHB	Average waiting time in minutes for a sample of patients attending Manukau DHB collection centres between 7am and 11am (peak collection time)	less than	30	minutes	16	11	8	8	7	10	8	8	8	10	9	8	8	7	8	8	8	9	
2.2	Wait time Auckland DHB	Average waiting time in minutes for a sample of patients attending Auckland DHB collection centres between 7am and 11am (peak collection time)	less than	30	minutes	10	10	8	7	13	9	6	6	8	11	9	7	9	6	6	6	5	8	
2.3	Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata DHB collection centres between 7am and 11am (peak collection time)	less than	30	minutes	10	9	7	8	11	9	7	8	8	9	9	8	7	7	8	7	8	10	
2.5	Long waits	Number of people waiting over 30 minutes		number	423	198	123	129	145	203	93	89	100	176	253	174	123	126	116	87	109	76	175	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	12.9%	6.4%	4.1%	4.4%	7.9%	6.5%	3.0%	2.9%	3.3%	5.7%	7.8%	5.6%	4.1%	4.4%	3.9%	2.8%	3.6%	2.5%	5.4%
3. HOME VISITS																								
3.1	Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	490	454	510	494	478	496	440	484	490	468	504	390	497	475	462	471	433	573	594	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.9%	96.9%	97.5%	98.4%	97.7%	96.8%	98.9%	97.7%	98.6%	98.3%	98.2%	97.4%	98.6%	97.5%	98.7%	97.0%	98.4%	98.1%	98.0%
3.4	Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient was not home)		number	39	50	36	35	47	49	37	35	43	43	47	18	46	31	30	47	22	40	46	
3.6	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	percent	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
4. LAB																								
4.1	Patient episodes	Total number of patient episodes		number	13,209	12,849	12,408	12,020	11,438	12,325	12,320	11,684	11,648	11,050	12,657	12,094	11,562	11,227	10,606	12,245	11,853	11,100	11,073	
4.2	Patient tests	Total number of patient tests performed		number	52,147	51,780	49,559	46,659	47,871	48,399	47,983	46,844	45,407	44,592	49,182	47,546	45,135	43,982	41,826	46,604	46,643	45,544	43,525	
4.3	Urgent tests	Total number of urgent tests		number	452	414	373	355	416	366	351	389	318	417	417	386	380	364	339	464	388	322	459	
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
4.6	Critical results	Number of critical test results		number	70	32	40	43	55	51	57	44	44	41	67	46	31	41	46	52	52	40	53	
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number	70	32	40	43	55	51	57	44	44	41	67	46	31	41	46	52	52	40	53	
4.8	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	greater than	98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
4.12	% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	
4.13	Timeliness of Send aways	90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples)	less than	20:00	hours:minutes																			
4.14	Timely attendance frozen sections and booked cytology for FNAs	% of timely attendance for booked frozen sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater than	95%	percent																			

Item	Indicator	Definition	Target	Unit	Mon					Tue					Wed					Thu					Fri				
					5/03/18	6/03/18	7/03/18	8/03/18	9/03/18	12/03/18	13/03/18	14/03/18	15/03/18	16/03/18	19/03/18	20/03/18	21/03/18	22/03/18	23/03/18	26/03/18	27/03/18	28/03/18	29/03/18	30/03/18					
5. TURNAROUND TIME																													
NON-URGENT																													
5.1a	Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:29	4:30	5:20	4:47	5:09	4:42	4:31	4:45	4:26	4:36	4:49	4:22	4:46	5:00	4:46	4:37	4:31	4:51	5:24					
5.1b	Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	0:51	0:52	1:26	0:55	0:55	0:51	0:51	0:51	0:45	0:42	0:51	0:34	0:44	1:18	0:58	1:04	0:53	0:51	1:14					
5.1c	Complete blood count 95% percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:00	7:00	10:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	9:00	10:00					
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:38	6:11	5:47	5:40	6:18	5:44	5:31	5:28	5:40	5:40	5:34	6:03	4:51	5:29	5:01	5:40	6:31	5:31	5:25					
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:57	2:34	1:51	1:45	2:02	1:53	1:50	1:29	1:55	1:44	1:35	2:13	0:54	1:48	1:13	2:04	2:51	1:30	1:13					
5.2c	Total TAT Electrolytes 95% percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	10:00	11:00	11:00	10:00	11:00	10:00	10:00	9:00	10:00	10:00	10:00	11:00	7:00	9:00	7:00	9:00	11:00	9:00	9:00					
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:13	5:57	5:46	6:52	6:36	6:13	5:56	5:39	6:52	6:27	6:19	7:09	5:19	5:58	5:36	5:52	7:08	5:27	6:25					
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:11	2:37	2:15	3:03	2:29	2:50	2:28	2:02	3:20	2:44	2:31	3:44	1:44	2:26	2:02	2:26	3:36	1:51	2:36					
5.3c	Total TAT HCG 95% percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	5:00	9:00	10:00	8:00	5:00	6:00	8:00	5:00	8:00	5:00	5:00	8:00	7:00	5:00	5:00	5:00	5:00	7:00	8:00					
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:44	6:22	5:49	5:46	6:24	5:54	5:38	5:20	5:44	5:46	5:44	6:07	4:54	5:29	5:03	5:42	6:37	5:38	5:28					
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:04	2:44	1:54	1:53	2:08	2:03	1:56	1:33	2:02	1:52	1:46	2:18	0:58	1:49	1:16	2:08	2:55	1:37	1:19					
5.5c	Total TAT Liver 95% percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	10:00	11:00	11:00	10:00	11:00	11:00	10:00	9:00	10:00	10:00	10:00	11:00	7:00	9:00	7:00	9:00	11:00	10:00	9:00					
5.6a	Total TAT Histology - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working days	less than	3	working days																								
5.6b	Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5	working days																								
5.6c	Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10	working days																								
5.7a	Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours:minutes		13:04	15:01	17:18	16:05		15:30	16:01	18:40	18:48		18:16	16:25	15:14	15:48		15:42	15:43	17:48					
5.7b	Total TAT - Urine Micro & Culture - non-urgent	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	48:00	hours:minutes		10:57	12:15	12:49	13:13		12:06	13:54	14:49	16:48		13:01	13:41	13:36	14:29		13:04	13:22	15:01					
5.7c	Total TAT Urine Micro & Culture - non-urgent 90% percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2	working days		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.8		1.3	1.3	1.3	1.3		1.3	1.3	1.3					
5.8	Lab TAT - Routine Biochem and Haem	Percentage of biochem & haem reports with TAT (from receipt of test in lab to communication of results) less than 48 hours	greater than	90%	percent	99.8%	100.0%	100.0%	99.9%	99.91%	99.9%	99.9%	100.0%	99.9%	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%					
URGENT																													
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:44	3:52	4:03	4:04	4:06	3:59	3:48	3:51	3:45	3:51	4:07	3:52	3:54	4:11	4:02	4:05	3:50	4:13	4:11					
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:25	0:31	0:35	0:29	0:36	0:27	0:22	0:24	0:22	0:16	0:24	0:19	0:07	0:44	0:33	0:42	0:24	0:29	0:28					
5.9c	Total TAT INR 95% percentile	Turnaround time from 95th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	5:00	5:00	4:45	6:00	5:00	5:45	5:00	5:00	4:45	5:00	6:00	3:45	4:45	5:15	5:00	4:45	3:45	5:00	5:45					
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:59	4:16	4:04	4:25	4:03	4:40	4:07	3:42	3:43	4:00	4:01	4:04	3:47	3:54	3:54	3:48	4:04	4:08	4:41					
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:13	1:16	1:11	1:30	1:02	1:09	1:16	1:04	1:17	1:00	1:04	1:05	1:04	1:05	1:07	1:06	1:13	1:06	1:38					
5.10c	Total TAT Troponin 98% centile	Turnaround time from 98th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	6:00	6:00	6:00	6:00	5:45	6:30	6:30	5:45	6:00	6:00	6:00	6:00	5:45	5:15	5:15	5:45	5:45	6:00	5:45					
6. RECOLLECTS																													
6.1	Total specimens	Total number of patient episodes		number	8,174	7,773	7,478	7,214	6,947	7,577	7,328	7,014	6,890	6,702	7,572	7,074	6,660	6,610	6,310	7,136	6,917	6,610	6,871						
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.3%	0.3%	0.3%	0.4%	0.2%	0.4%	0.4%	0.2%	0.1%	0.2%	0.3%	0.3%	0.2%	0.1%	0.3%	0.4%	0.3%	0.3%					
7. QUALITY IMPROVEMENT																													
note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																													
7.1	Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman		number																									
7.4	Total Complaints	Number of complaints received year to date		number																				9					
7.6	New complaints	Number of new complaints received this week		number																				-					
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number																				-					